The Lucas Pad

May 2002   *Issue 2*   Brought to you by Lucas Erpit

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County employees speak about the project...

Question—How do you think the PeopleSoft system will affect the County and/or your department?

Diane Roach, MRDD: "I am looking forward to the positive affects that the PeopleSoft system will have on our department. Less paper, more accurate data, and self-service access are just a few. It's really exciting as we move forward with this project…"

Jan Jump, Support Services: "…End users will love this system. They will need to be open to change because it will be beneficial to all departments. End users will have the ability to track information from the creation of a requisition, approval process, issuance of a PO, through actual payment."

Gwen Moore-Browne, HR (Board of Commissioners): "I believe we will be able to provide accurate, up-to-date information without always depending on other departments to assist us."

Tracy Berry, Auditor's Office: "For me, it looks and sounds great…I do like how you can design your own page! Very beneficial!"

Dan Bridge, Auditor's Office: "The PeopleSoft system will bring the County into the 21st century. It will allow for…a speedy exchange of information between departments where necessary, such as when paychecks are produced for each employee."

Karen Peck, Information Services: "…I am very impressed with what I have been exposed to. The package is so encompassing that it is obvious to me that clear communication and complete cooperation within the County departments will determine how successful the PeopleSoft system will be…"

Question—How do you think the Process Redesign work that the County is doing will affect the County and/or your department?

Jan Jump, Support Services: "I look forward to the process redesign; it's long overdue. It can only streamline workflow and process. Less paperwork, fewer steps."

Tracy Berry, Auditor's Office: "I feel it will make life easier for us by eliminating certain steps. This should increase production without burdening anyone."

Gwen Moore-Browne, HR (Board of Commissioners): "The redesign work has already had an effect on the Human Resources area…We are realizing that the work of the various HR departments bears some similarities to each other. With that in mind, there are some processes that we could standardize."

Questions from County employees...

Q: "Will measures be taken to safeguard [employee] information so that other workers will not be able to access it?"…**Darlene Webber**, Children's Services Board

A: Keeping each County employee's personal information confidential is one of the highest priorities in developing the new system. Each employee's information will only be accessible by the employee and any staff members who NEED to access it. No one else!

Q: "Since this new system will decrease the amount of time needed for processes and transactions, won't some people's jobs become unnecessary?"…**Name Withheld**

A: The intent of the PeopleSoft project is NOT to displace any County employees from their jobs. Instead, one of the main goals of the new system will be to free up time for current staff members so they can engage in activities and programs that add value to their departments.

Do you have a question about the project? If so, send it to the project team at:

PeopleSoftHelp@co.lucas.oh.us

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Welcome the Newest Project Team Member—Lucas Erpit
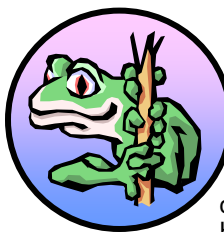
This little guy is **Lucas Erpit**. Lucas is the mascot for the PeopleSoft implementation that's underway at Lucas County. (Funny how his first name is the same as the County, isn't it!)

Lucas—also known as Luke or Lou—came to life at a meeting of the HR/Payroll project team. During part of the meeting, the team talked briefly about the team that would work to implement PeopleSoft, which is an Enterprise Resource Planning (ERP) system. In the meeting, **Betty Hutchinson**, the Human Resources Administrator from the Lucas County Juvenile Court, thought out loud: "ERP Implementation Team…ERPIT…Lucas Erpit."

One thing led to another, and Lucas Erpit was born. The team members suggested that Lucas Erpit should be the mascot for our project. The group also suggested making Lucas a frog (Toledo is Frogtown, after all).

As the project mascot, Lucas Erpit will be part of our monthly newsletter and other communications related to the PeopleSoft project. Keep an eye out for him!

The Lucas Pad

May 2002

LCIS Prepares for PeopleSoft Implementation

The Lucas County Information Services (LCIS) department is preparing itself and the County for the upcoming implementation of the PeopleSoft system. According to **Keith Fournier**, LCIS director, the department is undertaking several initiatives to improve and maximize the County's computing and information-sharing capabilities.

Building network infrastructure is one of the LCIS department's main initiatives. This will include installing new hardware, monitoring software, and a fiber optic campus backbone. LCIS is also updating the wide area network (WAN) to yield higher speed and greater bandwidth and updating the existing data center, developing a state-of-the-art backup data center and adding high-level security. Another priority for the department is to consolidate the servers from outlying departments to a central location, which will greatly improve, support, and enhance the County's disaster recovery capability.

To prepare the County's departments for the PeopleSoft implementation, LCIS will be conducting an inventory of all County personal computers (client desktops). LCIS will counsel each department on its hardware requirements and, in some cases, recommend replacements or upgrades.

www.co.lucas.oh.us/lcis

During the PeopleSoft implementation project, LCIS will also maintain a multi-page, informational Web site on the County Intranet: *WWW.CO.LUCAS.OH.US*

Internally, LCIS has added new staff members and reorganized its current staff members. Specifically, the department is developing its senior management level to organize, coordinate, and implement changes that lead to cost savings and improved efficiency and service. New additions to LCIS include **C.J. Holley**, **Mike Jacobs**, and **Amy Miller**.

C.J. started working in LCIS in February 2002 after spending over 4½ years as the IS Director in the County Treasurer's Office. He is the LCIS Service Manager. Among his many talents and capabilities, he is a Microsoft Certified Systems Engineer (MCSE). Furthermore, C.J. is very odd and the LCIS staff members hope that if they relocate their offices he will no longer be able to find them. (Everyone relax…We kid because we care!)

Mike also joined the LCIS team in February 2002 as the Information Technology Manager. He has almost 25 years experience in the computer industry. His career includes serving as a Field Service Engineer, managing service delivery teams, selling computing services to Fortune 100

companies, and managing technical support in the telecommunications industry.

Amy joined LCIS after working at Xerox, where she managed an ERP implementation (Oracle). She started work at the County in April 2002 and is the ERP Project/ Change Manager. She has over 20 years of experience in project management in the defense and private industry sectors. She'll be spearheading the deployment of the PeopleSoft system and the transition from the old system to the new.

Finally, as part of its reorganization, LCIS has written a mission statement:

> *The mission of the Lucas County Information Services (LCIS) Department is to provide innovative and effective solutions to achieve the County's service goals and objectives. The goal of LCIS is to provide the highest quality of service in supporting the network infrastructure, client applications and equipment, and centralized computer systems. These goals will be accomplished through innovative technological leadership and the professionalism, knowledge, and integrity of the staff.*

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Upcoming Events...

<u>Departmental Liaison Meetings</u>—Starting this month, the project team will kick off a series of monthly meetings with representatives (liaisons) from each Lucas County department and agency. At these meetings, the project team will share the latest information about the project. Equally as important, the meetings will be forums for the departmental liaisons to bring specific questions, issues, and concerns about the project to the project team. In next month's newsletter, we'll let you know who the departmental liaisons are.

<u>Town Hall Meetings</u>—The project team is planning a series of meetings to share project information. They will be open to all County employees. We'll provide more details about Town Hall Meetings, including locations and the schedule, in future newsletters. Stay tuned…

Achieving is
Believing in
Change

Continued ↪